Attachment 1

City of St. Albert
Alberta, Canada

Quarterly Report

2011

Celebrating 150 Years

THIRD QUARTER

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Quarterly Report

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Celebrating 150 Years

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Economic Development

Increased businesses, visitors and investment are achieved to strengthen and diversify St. Albert's economy.

Business Attraction and Development

Pursue Commercial and Light Industrial Development

Administration and Council continue to meet with various business owners, land owners and developers to discuss opportunities for commercial and light industrial development in St. Albert. In addition, the Mayor sent letters to developers enquiring about lands on the west side of the highway north of the Wal-Mart site, outlining the City's approach to supporting new developments.

Downtown Area Redevelopment Plan (DARP)

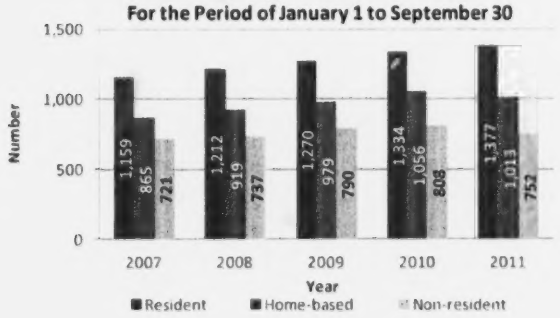
Council received a high-level implementation plan for DARP, and the Downtown Design Review Options document which outlines five options for the additional design review of development permit applications. Upon direction from Council, Administration circulated the document to stakeholders and the updated document will be presented to Council by the end of 2011.

Business Licences

Compared to 2010, the number of business licences decreased by 56 to the end of quarter three of 2011, an overall decline of 1.8 per cent. Of note, there were slightly fewer home-based and non-resident businesses while resident businesses accounted for a greater proportion of the overall total.

To date, the 2011 target for resident businesses (1,355) has been exceeded.

Number of Approved Business Licences For the Period of January 1 to September 30



Note: Resident businesses are businesses operating from a commercial/industrial location within St. Albert.

Target for 2011: 1,355 resident, 1,072 home-based and 849 non-resident businesses.

Tourism Development

Heritage Site Phase 1

The restoration of both grain elevators is complete. The official opening was held on September 18.

Winter Beautification Program

A brochure outlining the winter beautification program was sent to all businesses located in the Perron District and on St. Albert Trail, McKenney, and Bellerose. The program encourages businesses to think creatively and consider beautification in the form of lighting, ice sculptures, Christmas dresses and winter barrels containing evergreens, decorations, etc. Program participants receive a 50 per cent reimbursement of their costs.

Promoting St. Albert

Business Welcome Packages

A welcome visit and a gift are provided to greet new St. Albert businesses. In the third quarter, Administration delivered six botanically themed business gifts.

Roger Brooks' Visit to St. Albert

Planning is underway for Roger Brooks' visit and presentation that will take place in November. The purpose of Mr. Brooks' visit is to provide a branding progress report including recommendations for future focus areas in the City.

Mr. Brooks will also provide a marketing workshop to the St. Albert business community on "Things you can do today, to make a difference tomorrow."

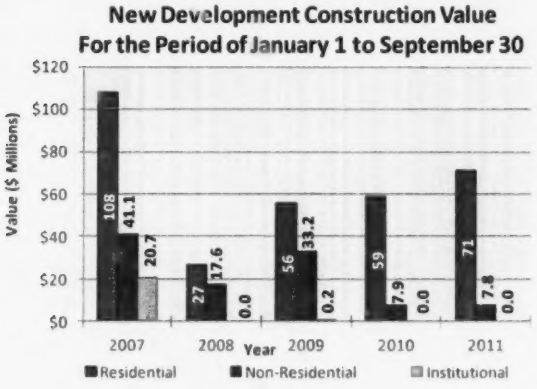
The Official City of St. Albert Flora

Council formally adopted official City flora which will further the branding of the City of St. Albert as The Botanical Arts City. The City's official flora are:

- Deciduous Tree—American Elm (*Ulmus Americana)*
- Coniferous Tree (Evergreen)—Scots Pine (*Pinus sylvestris*)
- Shrub—Highbush Cranberry (*Viburnum trilobum*)
- Flower—Petunia (*Solanaceae petunioideae*—Petunia x hybrid)

Other Items of Importance to Council

Building Permit Value
Compared to the same period in 2010, the value of new residential construction permits increased while non-residential construction permits slightly decreased.



Land-Use Planning

Necessary decisions are made to support progress of undeveloped and infill areas.

Expedite Sound Decision-Making on Commercial and Light Industrial Development

Council approved amendments to the Land Use Bylaw for 151 Riel Drive. The amendment changed the zoning from industrial to commercial on the lot south of the Enjoy Centre. This change allows the land owner to pursue tenants that match the permitted and discretionary land uses in the commercial district.

Expedite Sound Decisions on the Land Areas Designated as Future Study Area to Allow for Development

Council received the Industrial Land Requirements Study along with presentations from Administration, consultants and numerous stakeholders. In August, Council requested that Administration identify up to 300 hectares of contiguous and non-contiguous industrial land and to report back to Council by the end of December 2011. Work on this report is in progress.

Make Necessary Updates to the Municipal Development Plan (MDP) to remove all references to Smart Growth

The MDP Smart Growth Amendments were completed and approved by Council in August.

Safety and Health

Initiatives are implemented to augment safety and health for St. Albertans.

Safety

Neighbourhood Development Initiatives
Community Crime Map

The Community Crime Map, unveiled in September, is a web-based tool that will assist in preventing crime in St. Albert. The Map plots incidents reported to the RCMP for any range of dates since January 1, 2005. Users can view information for the entire City or a selected neighbourhood and see the distribution patterns for various crime categories by street. The Community Crime Map is located at www.stalbert.ca/crime-map.

Akinsdale Neighbourhood Group

The group hosted a BBQ to provide information to residents on their initiatives and to invite residents to participate.

Block Parties

As of the end of September, 66 block parties were held in St. Albert. This is the first year that all neighbourhoods hosted at least one block party. The highest number of parties in St. Albert was in Erin Ridge with 11 parties. The aim of this City-supported initiative is to encourage neighbours to get to know each other as part of developing a caring and safe community. The block party program will be wrapping up for 2011 with one block party scheduled in October.

Neighbourhood Garden Project

Both neighbourhood garden projects had a very successful first year of operation. The St. Albert Parish Heritage Garden had a wrap-up potluck and the group is currently looking at grants available to help them expand their garden for next year. The Gate Avenue garden will be meeting in October to discuss plans for next year as well.

Health

Physician Attraction Task Force

The Physician Attraction Survey results indicate that St. Albert could benefit from additional physicians. Attracting additional physicians to St. Albert needs to consider numerous stakeholders, market conditions and the evolving requirements of physicians and medical models.

The Facility Development Sub-committee will continue to explore opportunities to support or partner in the development of a facility to accommodate physicians or related health and wellness services.

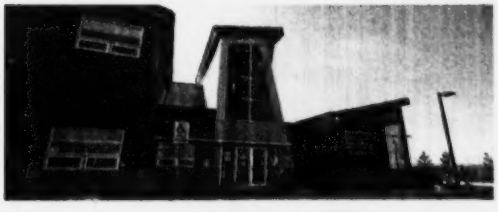
To support physician attraction and provide the opportunity for new developments that might include medical facilities, Council changed the zoning in Campbell Park to allow for medical facilities.

Other Items of Importance to Council

Fire Station No. 3 Receives Gold Certification for Leadership in Energy and Environmental Design (LEED)

Fire station No. 3 is the first fire hall in Alberta and the second in Canada to receive this environmental designation from the Canada Green Building Council. The environmental benefits reflect:

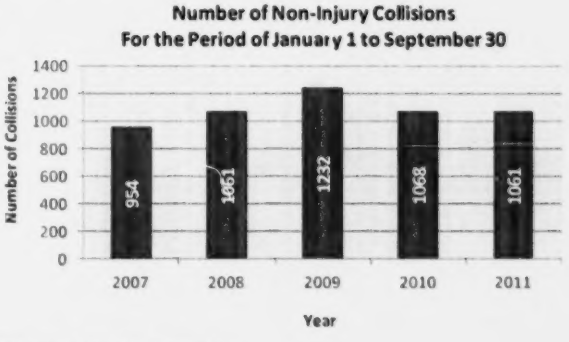
- Water consumption, on average, has been reduced by 75 per cent of that of Fire Stations 1 and 2 through the use of low flow faucets, showerheads and water-efficient landscaping.
- Natural gas costs have been reduced to approximately 12 per cent of the cost of Fire Stations 1 and 2.
- More than 90 per cent of the building has access to natural light.
- For the first two years of operation, 100 per cent of the building's estimated electricity requirement was purchased from wind power reducing greenhouse gas emissions.



Injury and Non-injury Collisions

Compared to the same time period in 2010, the number of injury collisions increased in 2011. Police believe that the winter road conditions in quarter one were the main reason for this increase in injury collisions.

Compared to the same time period in 2010, non-injury collisions slightly decreased in 2011. The police believe this decrease is due to an increase in enforcement resources and education and public awareness initiatives.



Criminal Code Offences

Criminal code offences decreased to the end of the third quarter of 2011 compared to the same time period in 2010. The police believe this decrease is partially due to the City's social development initiatives.

Municipal Enforcement Services

The number of incidents increased as of the end of the third quarter of 2011 compared to the same time period in 2010, except for Misc. Bylaw and Traffic Safety Act.

Incidents January 1 to September 30	2007	2008	2009	2010	2011
Animal Calls	803	771	732	734	947
Misc. Bylaw	151	117	118	143	96
Misc. Provincial Statute	20	24	18	25	73
Snow Removal	83	79	158	33	159
Traffic Bylaw/Parking	1,169	1,285	1,249	1,038	1,484
Assists/Warrants	35	29	28	38	64
Waste/Unsightly/Weed/ Environment	305	380	299	386	457
Traffic Safety Act	253	273	269	239	224
TOTAL—Reported Incidents	**2,819**	**2,958**	**2,871**	**2,636**	**3,598**

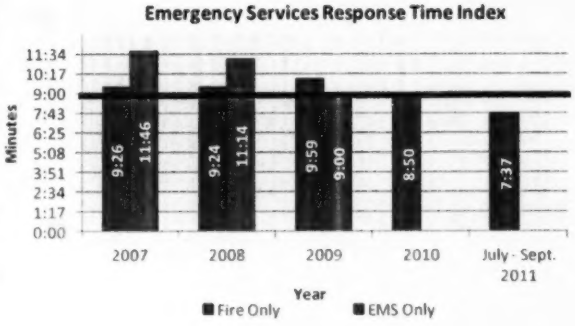
As of the end of quarter three, the number of charges decreased in all categories except "Other." This decrease is mainly due to an increase in investigation call volumes and a decrease in one operational officer.

Charges January 1 to September 30	2007	2008	2009	2010	2011
Moving	1,030	531	1,066	1,542	887
Non-moving	559	453	601	357	325
Parking	1,785	1,543	1,960	2,101	1,165
Bylaw	265	253	246	187	103
Other	31	19	33	4	7
TOTAL—Charges	**3,670**	**2,799**	**3,906**	**4,191**	**2,487**

Emergency Response Time

The target of responding within nine minutes to 90 per cent of fire calls has been met in quarter three of 2011.

As of February 2010, the City of St. Albert is no longer responsible for EMS dispatch. As a result the EMS data is no longer available.



Target: Respond to 90% of fire calls within 9 minutes.

Social

Plans and initiatives are delivered to strengthen St. Albert's social fabric.

Strengthening our Community

Culture Master Plan

The draft Master Plan was completed and will be available for public feedback as part of the Public Consultation Process in October and November. An online survey to collect feedback will be posted on the City's website and an open house will be scheduled in November to provide the opportunity for residents and groups to learn more about the plan and provide feedback.

Recreation Master Plan

The draft Master Plan was completed. Public consultation will take place in October and November to provide more information to residents and to collect feedback before the plan is finalized.

Partners In Parks

Partners in Parks continued to maintain City park spaces by mowing, weeding, tending flowerbeds and litter pick-up. Three schools cleaned up their schoolyards and three natural areas were cleaned by students or community organizations.

The Partners in Parks program is wrapping up for 2011 with some partners completing their fall clean-up of flowerbeds and green spaces.

Social Master Plan

The Project Charter for the development of the Social Master Plan was prepared and will be presented to Council for their approval in October. Once the budget is approved, Administration will proceed with this project.

Housing

Basement Suite Grant Program

The City of St. Albert has introduced the Basement Suite Program, which is intended to increase the city's supply of affordable rental accommodations. The grant program provides homeowners with funding to develop a new basement suite or renovate an existing one. The City provides up to $15,000 for the development of a new suite and up to $10,000 for the renovation of an existing basement suite. Grants are subject to a five-year operating agreement with the City and will cover up to 70 per cent of the suite construction costs to the maximum eligible limit. Additional information is available at www.stalbert.ca/basement-suite-information.

Rental Assistance Program

The Rental Assistance Program assists families, individuals and seniors with rent payments. To date in 2011, 72 families, individuals or seniors are receiving assistance with 44 carrying over from 2010 and 28 being new to this program. Since the program was introduced in 2008, 158 households have received a rental supplement through the program. As of the end of September, there are 18 new applications awaiting approval. There nas been an increased number of participants in this program which may signal an increase in need for rental assistance.

Infrastructure

Appropriate infrastructure investments are made to meet the community's need for mobility, recreation, collaboration and beautification.

Complete Ray Gibbon Drive (RGD)

Secure Provincial Funding for Stage 3

Council passed a bylaw in August that authorized the borrowing of $15,890,000 in order to begin construction of Stage 3 of Ray Gibbon Drive. The construction is expected to start in late fall 2011 with expected completion in 2012. The City is investing in Ray Gibbon Drive as part of building a critical transportation network in the northwest quadrant of the city. The City's long-term vision is for the Province to convert the road into a highway.

A consultant is working on finalizing the project design and pre-tender estimate while Administration is working with utility companies on utility crossing requirements to ensure the project is ready for tender in November 2011.

Riel Area Enhancements

Phase 2 Construction

Work on Phase 2 is 98 per cent complete with landscaping, re-compaction of the back of the BMX start hill and seasonal deficiencies scheduled for 2012.

Phase 3 and 4 Construction

Phase 3 and 4 design work is nearing completion and will be finalized once an irrigation contractor is selected by the end of October 2011. The pre-tender for the General Contractor was deferred until Council makes a decision on the irrigation system. The project is expected to go for tender in December 2011 or January 2012 with construction starting in August or September of 2012. The fields will be closed for two years during construction.

Enhance Public Transportation

Study of Handibus

Administration evaluated proposals and selected the IBI Group to perform a study of potential demand and the resources required for return medical trips to Edmonton. The first site visits and consultation with stakeholders will be in late October. The final report is expected to be completed by February 2012.

Funding for South Park and Ride

Funding for the City's portion of the south park and ride facility was requested in the 2012 capital budget. Additional funding was requested for a consultant to conduct a restructure project for the routes in the system.

Land acquisition continues to present the greatest challenge to the City's progress.

Plan for Future of LRT to St. Albert

Administration continues to meet with the City of Edmonton to discuss future northwest light rail transit (LRT) including St. Albert's participation in a functional alignment study the City of Edmonton is undertaking. Administration is exploring funding options and will be preparing an Agenda Report on the strategic direction for the LRT in St. Albert, to be presented to Council in October.

Community Amenities

Enhance Entrances to the City

A consultant is working on updating the concept plans originally developed for this project. An application was made to Alberta Infrastructure for encroachment onto the Transportation Corridor. Construction was deferred until 2012 due to the required approval process. Alberta Infrastructure/Northwest Connect may charge the City an administrative fee of $1,500, require an irrevocable letter of credit for two years for the landscaping value until landscaping is established and/or a compensation fee of $25,000/acre.

Beautifying St. Albert Trail

A contract was awarded to Wilco Landscaping Ltd. Phase one of the project includes removal and replacement of the crumbling median along St. Albert Trail from St. Anne Street to Green Grove Drive and preparing shrub beds for landscaping in 2012. The construction part of the landscaping is expected to be completed by November 15, weather permitting. Entrance signage at both the north and south end has also been approved. The median landscaping for the rest of St. Albert Trail will be completed in future phases upon approval of funding in 2012. As a result of this work, traffic disruptions are expected along St. Albert Trail due to lane closures, starting in the first week of October.

Complete Levasseur Dog Park

The final design is awaiting approval from AltaLink. AltaLink has indicated that dog park construction can not take place until work required to raise the power lines along their right-of-way is completed. Due to the lengthy approval process, construction has been delayed to 2012.

Complete Lacombe Lake Dog Park

The final design option was selected with significant input from residents, including feedback received via e-mail, the City's website, open houses and in-person surveys. The final design incorporates screen planting to create a barrier between the open area on the west side of the park and the trail on the west side of the lake. Other additions to the park include garbage cans, benches and signage.

Civic Infrastructure

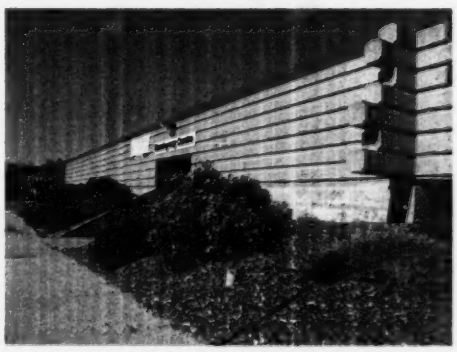
Acquire Land for Municipal Purposes

Administration is awaiting a decision from the Sturgeon County Council to determine if the City of St. Albert's request to acquire land was approved.

Plan for Future of Buildings

Administration continues to undertake planning activities related to the following buildings:

- Hemmingway Centre—A future uses and restoration plan for the facility is being developed and is nearing completion.
- Community Support Centre—Consultants have been meeting with stakeholders and refining data required to prepare a detailed business plan.
- Fire Hall #1—Administration recommended amending the capital plan to include a budget for concept planning to determine options for the motorization/re-development of the station. No further work will take place on this project until the budget is approved.



Environment

Initiatives are supported and implemented to ensure preservation and enjoyment of natural areas.

Natural Areas

Review and Implement Opportunities Related to the Sturgeon River

A third draft of the Sturgeon River Watershed Report will be developed following discussions with the Environmental Advisory Committee.

Proposals for the 2012 Sedimentation and Erosion Control Project were reviewed and work will begin in October. This project will include studies of the Grandin and Forest Lawn/Braeside ravines as well as the design for 1-2 grit interceptors.

Advocate for Lois Hole Centennial Provincial Park Development

The boardwalk was completed including installation of the majority of the boardwalk signage.

Protect the White Spruce Forest

The White Spruce Forest was designated a Municipal Historic Resource during National Forest Week. The designation means the forest now falls under the *Historical Resources Act* allowing the City to protect any natural or man-made resource that is important for its historic, archaeological, cultural, scientific or natural interest by naming it a municipal historic resource. The White Spruce Forest covers over six hectares and is located near the Timberlea subdivision, located off Ray Gibbon Drive along the Red Willow Trail corridor.

Environmental Plans

Water Conservation and Efficiency Plan

A Terms of Reference was developed and will be used to complete the Water Conservation and Efficiency Plan required by all municipalities by 2012. The plan is in support of the City's Environmental Master Plan goal to minimize water consumption as well as the Province's Water for Life Strategy.

Air Quality Station

The Alberta Capital Airshed Alliance Monitoring Network Report was finalized and forwarded to Alberta Environment for review. This report recommends a continuous air quality monitoring station within St. Albert and temporary or seasonal air quality monitoring projects in order to start collecting baseline data and to help determine the best location for a permanent station.

Household Hazardous Waste Collection

Implementation of the household hazardous waste (HHW) collection took place in September. The following HHW products are now being accepted at the depot:

- Paint and paint cans
- Aerosols
- Oil and oil containers
- Common household hazardous chemicals

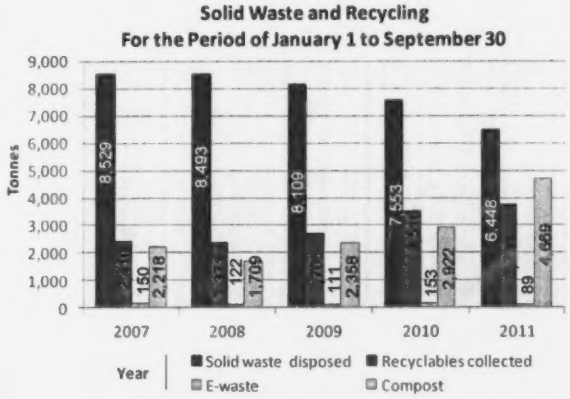
Solid Waste and Organic Recycling Program

Since the new Automated Waste and Curbside Organics collection system was implemented in June 2011, St. Albert has seen a reduction in the amount of waste sent to the landfill by a total of 1,330 metric tonnes compared to the same period in 2010. Therefore, in the period of four months, the City has reduced by nearly 13 per cent the total amount of garbage sent to the landfill in the entire year of 2010. Since program implementation, the City of St. Albert has collected an additional 2,186 metric tonnes of organics compared to the same period in 2010.

Other Items of Importance to Council

Reduce Solid Waste Generation

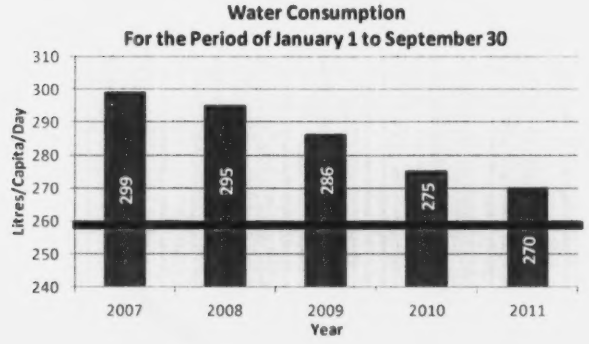
Compared to the same period in 2010, there is an increase of 1,747 tonnes of compost and 220 tonnes of recyclables while the amount of solid waste collected decreased by 1,105 tonnes and e-waste by 64 tonnes.



Note: Solid Waste and Recycling is reported per tonnes on a quarterly basis. Industry per capita for solid waste and recycling is based on the entire year. To ensure accurate reporting and proper comparison, per-capita reporting will be done in the annual report.

Water Consumption

As of the end of the third quarter of 2011, water consumption in St. Albert decreased slightly compared to the same time period in 2010. A reduction in water consumption supports the City's 2011 goal of 260 litres per person per day.



Target for 2011: 260 litres per person per day.

Some of the factors that contribute to this downward trend include:

- Water patterns
- Weather patterns
- The City's ongoing water conservation messaging
- Rate elasticity (water rate versus usage)
- Water-efficient fixtures

Council Governance

Policies, practices and agreements are evaluated to reduce residential tax burden and improve operational efficiency and accountability.

Council Operations

Evaluate Need for Full Time Council

The Council Remuneration Committee met in July to select their Chair and Co-Chair. Members reviewed the Bylaw, existing Compensation Policy and the 2004 Council Remuneration Review Committee Report. The Committee has also developed a work plan that will assist them in evaluating a need for full time Council.

Continuous Improvement Policy

In September, Council approved a policy related to a Continuous Improvement Review Program. The policy sets out the framework for future continuous improvement reviews within municipal operations and for external programs or organizations funded by the City. Administration will use Council policy as guidance in developing a comprehensive Continuous Improvement Program.

Review expiring agreements with external organizations and examine alternatives

The following agreements have been reviewed and renewed:

- The St. Albert Nordic Ski Club.
- The BLESS Summer Nature Centre annual licence agreement. This agreement may be incorporated into a long-term agreement in 2012.
- The Alberta Community Gardens five-year licence agreement including a new clause to incorporate the City's new branding into any signage, marketing or infrastructure projects.

Connecting our Community and Region

Web Streaming Council Meetings
The request for proposal closed in early September and Administration is currently reviewing applications to select a vendor that meets the City's requirements. Implementation of web streaming is expected to take place by the end of 2011.

Social Media
The City of St. Albert now has Facebook and Twitter accounts that provide information about programs, events, activities, projects and news relevant to residents, local businesses and visitors. The accounts can be found on:

- Facebook at www.facebook.com/cityofstalbert
- Twitter at www.twitter.com/cityofstalbert

150th Anniversary

St. Albertans celebrate their history, arts and culture during a year-long 150th Anniversary.

Deliver Exceptional Year-Long 150th Anniversary Celebration Activities

The Rendezvous 2011 Battle of the Bands
The Battle of the Bands event took place on Canada Day in front of St. Albert Place with five competing bands. The Youth Subcommittee initiated the event. The event was very well received by a large crowd of all ages.

Rendezvous 2011 Picnic
The Rendezvous 2011 Picnic was held over the 9.5km stretch of Red Willow Park along the river from Kingswood to Kinsmen Park. Approximately 10,000 people attended and participated in ten unique activity zones.

Advocate for Funding to Support the Operational and Legacy Projects of the 150th Anniversary

The Realtors Association provided some of the funding for the volunteer Appreciation Sculpture – the Millie Seitz Sculpture.

The Committee is currently looking for sponsors for the 150th Anniversary Celebration Photo Book.

Support the Community and its Volunteers in their Provision of 150th Anniversary Activities

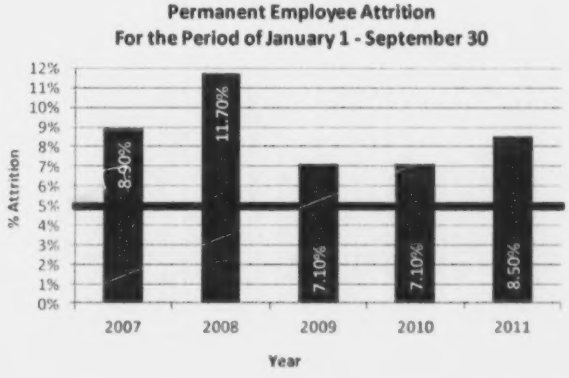
As of the end of September over 13,500 volunteer hours were recorded.

The Committee continues to plan the Volunteer Recognition event that will take place on October 27 and the Sponsor Recognition Event that will occur on November 18.

Other Items

Attract and Retain High Quality Employees

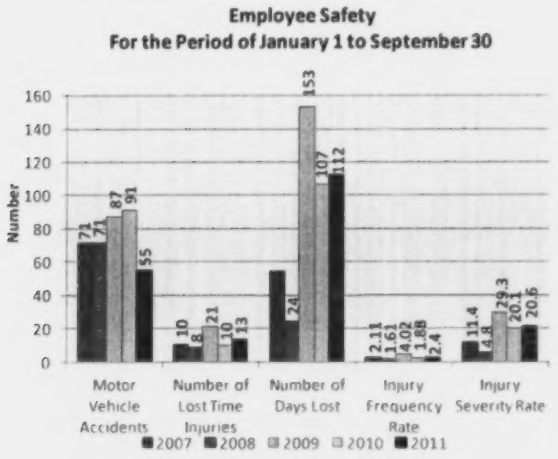
Employee Attrition
The employee attrition rate increased as of the end of the third quarter of 2011 compared to the same time period in 2010 and 2009. The current attrition rate of 8.5 per cent is significantly higher than the five per cent target for 2011.



Target for 2011: 5% attrition rate

Safety Statistics

The following graph illustrates safety statistics as of the end of the third quarter of 2011 compared to the same period of the previous four years.



Definitions:
Injury Frequency Rate = No. of Injuries x 200,000/Total Hours Worked

Deliver Programs and Services that Meet or Exceed Our Standards

The St. Albert Skating Wall of Fame

The Wall of Fame was unveiled in the Performance Arena in Servus Place on September 5. Twenty-four inductees were honoured for achieving national or professional accomplishments.

Celebration of Play

The Celebration of Play event held on September 18 offered guests, members and patrons an opportunity to see all that Servus Place has to offer. The event included a fitness challenge, facility tours, many different drop-in recreational activities and membership information. The Servus Place business partners also participated with free samples from their business.

"Tell Us Your Story"

A branding campaign "Tell Us Your Story" launched in September in conjunction with the Celebration of Play. The campaign features 10 different facility users telling their story of how Servus Place has positively affected their lives.

Community Special Events

Many community organized events have taken place throughout the year, a large proportion of which are supported by City staff. Special events that took place in quarter three include:

- Canada Day activities
- La Fête Franco-Albertaine
- ArtWalk
- Unveiling of the Community Recognition Sculpture
- Historic Walking Tour
- Lehigh High Hanson Rendézvous 2011 Homecoming
- Poundmaker Lodge Traditional Pow Wow
- Lac St. Anne Pilgrimage
- Paul Kane class of 1991
- Taste of the Past
- Rock N'August
- St. Albert Triathlon
- Historic Walking Tour
- STAHR Home Game
- Mission Hill Day
- St. Albert 29th Annual Flower and Produce Show
- Bourgeois Family Reunion
- Unveiling of Buffalo Hunt
- St. Albert Parish Gala
- Girl Guide Leaders Reunion
- Terry Fox Run
- First Nations Hockey School
- Edmonton Oilers Hockey School
- Steel Hockey School and Exhibition Games
- WHL—Edmonton Oil Kings Pre-season Hockey Tournament
- St. Albert Heavenly Rollers—Roller Derby
- Furniture Show
- St. Albert Arts and Heritage Harvest Festival
- Métis Revival in the Park
- Alberta Party Gathering
- Fun in the Sun BBQ
- Orienteering Event
- Punk in the Park
- Battling Against Breast Cancer
- Kidney Foundation Walk
- Great Canadian Shoreline Clean-Up

International Children's Festival

Planning for the 2012 Festival is underway with the following activities completed or in progress as of the end of quarter three:

- Artistic programming is finalized.
- "Save the Date" flyer was mailed out to all central/ northern Alberta schools.
- Donor and sponsor renewal campaign is underway.
- Grant application is underway to support a new artistic programming initiative targeting families with children ages one to four.

Community Recognition Project

Sculptures were placed on the northeast corner of Perron Street and Sir Winston Churchill Avenue to honour individuals and groups from St. Albert for their exemplary commitment to demonstrating excellence and for being community builders in the categories of arts and culture, citizenship, professional achievement and sports. Artist Terry Reynoldson completed the sculptures that were installed and unveiled in July.

StarWoman Sculpture

The original sculpture that was damaged beyond repair in May was replaced with a new StarWoman sculpture in an exchange ceremony in September.

Cultural Programs

Participation numbers for Visual Arts Programs increased compared to the same time period in 2010. Participation in Performing Arts decreased due to similar program offerings in the community. Also, participation in the St. Albert Children's Theatre and Arden Theatre attendance has decreased when compared to previous years. The decrease in the Arden Theatre attendance is due to fewer shows booked during 2010-2011 and the closure of the theatre for renovations.

Cultural Programs For the Period of January 1 to September 30	2007	2008	2009	2010	2011
Visual Arts Programs*	n/a	n/a	332	366	415
Performing Arts	789	597	565	392	343
St. Albert Children's Theatre	212	311	392	402	363
Arden Theatre Attendance	53,522	48,658	55,215	54,536	49,446
Total	54,523	49,566	56,504	55,696	50,567

*Visual Arts Program participants were tracked using a different method in previous years; therefore, numbers can not be compared.

Servus Place

The following table shows Servus Place participation at the end of the third quarter of 2011 compared to the same time period of the previous three years. Servus Place continues to have strong participation levels.

Servus Place Participation* For the Period of January 1 to September 30	2008	2009	2010	2011
Average Memberships per Month	7,118	6,934	7,143	7,127
Paid Pass Units	76,182	92,547	105,440	106,048
Fitness and Wellness Centre Users	189,677	228,086	240,614	243,496
Child Minding Attendees	6,701	7,658	7,204	8,105
Landrex Water Play Centre Users	174,000	185,532	221,824	233,143
Hours of Rented Space	9,763	10,606	11,232	12,048
Fitness Registered Program Participants	16,711	19,783	28,304	27,433
Fitness Drop-in Program Participants	18,040	23,570	26,584	26,194
Servus Recreation Registered Program Participants	8,879	7,272	7,708	7,308
Servus Recreation Drop-in Program Participants	10,317	9,896	14,414	15,735
Community Recreation Registered Program Participants	n/a	4,947	6,652	6,093
Community Recreation Drop-in Program Participants	n/a	5,048	3,252	3,886

*Servus Place was using a different system to collect data in 2007 and 2008 for Community Recreation Programs

Aquatics Programs

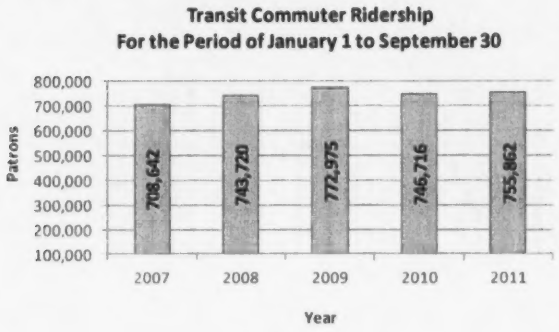
Participation in swim lessons and swim meets increased as of the end of quarter three compared to the same time period in 2010. Attendance for recreational and competitive swim and at Grosvenor Pool decreased in 2011 when compared to the same time period in 2010.

Aquatics Programs Attendance For the Period of January 1 to September 30	2007	2008	2009	2010	2011
FPRC* Swim Lessons	91,465	91,063	94,831	101,893	101,908
FPRC Recreational Swim	124,135	122,501	124,771	117,858	106,246
Swim Meets	3,302	2,350	3,004	2,215	3,948
Competitive Swim	7,677	8,220	6,642	7,398	4,853
Grosvenor Public Swim	21,495	20,574	15,749	16,826	14,837

*Fountain Park Recreation Centre

Transit Commuter Ridership

Transit commuter ridership increased as of the end of the third quarter of 2011 by 1.2 per cent compared to the same time period in 2010. Current ridership is 68% of the annual target, which is slightly below the expected pace year to date.



Target for 2011: 1,105,000 riders per year

Ensure Our Customers are Very Satisfied

Arden Theatre

Renovations to the Arden Theatre over the summer are now complete. The project included installation of new carpet, new electrical infrastructure and seat replacement. The seat unveiling event was held on September 27.

Founders' Walk

The Founders' Walk was officially opened in July with over 300 people in attendance. The new walk from the Clock Tower to Mission Hill is a re-creation and expansion of the 1998 *Founders' Promenade*, which acknowledged the contributions of some of St. Albert's early settlers.

Servus Place Repairs

Servus Place completed several projects to ensure the facility provides a safe and comfortable environment for its customers. In quarter three, projects included:

- installation of the new chiller in the Troy Murray Arena
- installation of ice in the Troy Murray and Mark Messier arenas
- repair of a broken drain pipe in the Landrex Water Play Centre
- replacement of Air Handling Unit in Landrex Water Play Centre

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